



### FAQ (continued)

#### Will I reach a live person when I call the Nurse Advice Line?

Yes. A person will always answer and stay with you on the call until you get the advice or access to the health care you need.

#### Do I need prior authorization for urgent care?

Yes. You will need authorization prior to seeking care at an urgent care. The Nurse Advice Line will triage your symptoms to determine if you need home care or an appointment. If the NAL determines you need to be seen **during duty hours, M-F 0700-1600**, they will book a same day appointment with your PCM. **After duty hours**, if the NAL determines you need to be seen, an acute appointment will be scheduled the next duty day with your PCM/PCM team or authorize care at an urgent care clinic. **DO NOT** proceed to an urgent care clinic without authorization, you may incur a bill.

#### 5TH MEDICAL GROUP PHONE NUMBERS:

Appointment Line	701-723-5633
Ambulance Services	701-723-5672
Nurse Advice Line	1-800-874-2273
United Healthcare	877-988-9378

#### Personnel Reliability Program (PRP)

The Nurse Advice Line (NAL) is not available for any PRP or Flight Medicine members. For immediate assistance, contact Ambulance Services at 701-723-5672. If you are on PRP status, please remember that it is the PRP members' responsibility to self-report any form of medical evaluation or treatment received. You are required to contact your unit monitor immediately and report to the PRP Clinic for return to duty the next duty day.

#### 5TH MEDICAL GROUP

*Minot AFB, ND*

## Nurse Advice Line (NAL)



**Tel: (701) 723-5633**



# Nurse Advice Line (NAL)

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The Nurse Advice Line (NAL) is available **24** hours a day, **7** days a week for medical advice.

Nurse Advice Line nurses ask patients questions about their specific concerns. The nurses then provide advice about when and how to seek care for an acute problem or give instruction for self-care at home.

Additionally, the NAL may book **same day appointments with your PCM** for those issues that need to be addressed within 24 hours with the provider or provide a referral to a local Urgent Care Clinic.

**Phone: 701-723-5633**

**Follow the phone prompts**

**Hours:**

**24** hours a day,

**7** days a week

The Nurse Advice Line supports **nearly all TRICARE beneficiaries in the United States.**

**Pediatric issues:** If your child is ill, the Nurse Advice Line routes your call to nurses who have special pediatrics training. If you want a follow-up call, the Nurse Advice Line calls you back to check the progress of your child's condition.

## Frequently Asked Questions (FAQ)

**I am enrolled at a military clinic & have some health issues. How will my PCM know I called the Nurse Advice Line?**

The Nurse Advice Line notifies your PCM within 24 hours that you called the Nurse Advice Line and what you were advised to do.

**I always call the 5 MDG directly during duty hours if I have a problem. Can I still call my own PCM?**

Yes. You can always call your PCM; the Nurse Advice Line is just another way to provide access to health care and advice.

## FAQ (continued)

**I have a routine issue I want to discuss with my PCM. How do I do that?**

The Nurse Advice Line is for acute, sudden onset or new health concerns/questions.

**MiCARE** or Relay Health, allows you to send secure e-mails to your PCM or health care team. If you are a patient enrolled at the 5 MDG and have a question or concern about a non-urgent health issue, contact your clinic directly or e-mail your PCM securely on MiCARE.

**Register for MiCARE** at the Family Health Clinic registration window.

**MiCARE website:**

<https://app.relayhealth.com>

**Does the Nurse Advice line (NAL) address PRP medical concerns and book PRP Clinic appointments?**

No. The NAL does not have authorization to triage PRP or Flight Medicine patients. Contact the appointment line or Ambulance Services for assistance.